



TC-REVENUE OFFICER I

CHARACTERISTICS OF WORK:

This work involves the serving of legal documents; the seizure and sale of real and personal property; and the proper processing of the monies collected so as to always guarantee the taxpayer his/her constitutional rights of due process of law. Incumbents in this classification are each assigned a single or multi-county territory in which they are solely responsible and accountable for all business operations and individual taxpayers located within their territory. To manage their territories, incumbents must be knowledgeable about the Mississippi tax statutes as they relate to business policies and procedures. Within their assigned territories, incumbents monitor business activity by registering new taxpayers, educating taxpayers in applicable taxes and related forms, and answering taxpayer inquiries. Collection of delinquent taxes is a primary responsibility and is accomplished through the incumbents monitoring electronic data to determine those taxpayers that are delinquent and then making personal contact to collect those taxes. Most of the work is performed independently with field guidance provided by upper classifications of revenue officers and performance being monitored mainly through statistical data and general supervision.

MINIMUM QUALIFICATIONS:

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

EXPERIENCE/EDUCATIONAL REQUIREMENTS:

Education:

A Bachelor's Degree from an accredited four-year college or university in Accounting, Business Administration, Economics, or a related field.

OR

Education:

Graduation from a standard four-year high school or equivalent (GED);

AND

Experience:

Four (4) years of experience in work related to the described duties.

Substitution Statement:

Related education and related experience may be substituted on an equal basis.

Special Requirements:

Incumbents must possess a valid MS Driver's License or a valid Driver's License from a contiguous state.

PHYSICAL REQUIREMENTS:

These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Peripheral: Ability to observe an area that can be seen up and down or left and right while eyes are fixed on a given point.

Ability to adjust focus: Ability to adjust the eye to bring an object into sharp focus.

Speaking/Hearing: Possesses the ability to give and receive information through speaking and listening skills.

Motor Coordination: While performing the duties of this job, the incumbent is regularly required to use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The incumbent is frequently required to sit; stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

COMPETENCIES:

The following competencies describe the knowledge, skills, abilities, and attributes that lead to a successful employee in this position. An applicant will be expected to exhibit these competencies or the ability to reach competency achievement within a specified time. These competencies are linked to the essential functions of the job. Employees in this position may be evaluated on these competencies as part of the performance appraisal system. Example behaviors are listed below each competency and are used for illustrative purposes only. Specific behaviors may be identified and included later by the hiring agency. It is understood that some of these behaviors might not be acquired until a reasonable time after hire. Failure of an employee to successfully demonstrate some or all of these competencies, as deemed important by his or her reporting official, may result in the employee being placed on a performance improvement plan. If after a reasonable period of time, usually three (3) months, the employee fails to demonstrate successful performance, the employee may be terminated. These competencies include, but are not limited to, the following:

PUBLIC SECTOR COMPETENCIES:

Integrity and Honesty: Demonstrates a sense of responsibility and commitment to the public trust through statements and actions.

Models and demonstrates high standards of integrity, trust, openness, and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal.

Conscientiously abides by the rules, regulations, and procedures governing work.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions.

Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

Accountability: Accepts responsibility for actions and results.

Is productive and carries fair share of the workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high-level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks, performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

Self Management Skills: Effectively manages emotions and impulses and maintains a positive attitude.

Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions, and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

TECHNICAL COMPETENCIES:

Communication: Shares information in writing or verbally.

Concisely and correctly answers questions and/or explains or conveys information to the public, agency, co-workers, management, vendors and other entities.. Participates effectively in meetings, seminars, and training sessions. Presents oral and written information internally or externally using proper grammar, punctuation, and content. Appropriately documents information using tools such as: letters, e-mails, reports, memoranda, etc. Communicates information in a courteous manner without invoking anger. Knowledgeably refers issues to appropriate agency or other personnel.

Professional Maturity: Possesses the capacities and aptitudes acquired by means of personal or professional experience, which enable functions to be fulfilled, and enables the incumbent to deal with situations in the workplace in a professional manner.

Is able to assess the situation and appropriately respond. Exhibits the attributes of confidence, assertion, tolerance, patience, and empathy at the appropriate time in stressful or high-pressure situations. Manages conflicts and defuses situations. Knows when to refer an issue to the appropriate level. Responds appropriately to supervision and administrative decisions. Takes initiative to accomplish stated and unstated goals. Maintains appropriate standards of professionalism and only provides information within authority. Maintains confidentiality with appropriate information.

Workflow Management: Schedules and manages workload to achieve goals.

Works independently resolving all tasks timely. Researches and finds solutions using all available informational resources. Effectively utilizes resources such as time, computer equipment, travel expense reimbursement, supplies, etc. Makes appropriate choices or exercises sound judgment for a variety of circumstances. Exercises appropriate level of professional skepticism based on information obtained. Adapts to a variety of situations and surroundings. Deals effectively with unforeseen circumstances.

Functional Capability: Possesses or is capable of developing the specific knowledges and technical abilities to succeed in the specified position.

Possesses knowledges, skills, and abilities in applying the Mississippi tax statutes as they relate to business policies and procedures. Operates at a general level of proficiency in using computer hardware and software. Possesses knowledge of tax laws and statutes. Possesses expert knowledge of specialized areas or programs that are administered by the agency.

Customer Service: Works and communicates with clients and customers and is committed to offering quality services.

Answers inquires made by taxpayers in regard to tax problems and gives assistance in the filing of tax reports. Uses tact in making personal contacts to collect taxes.

ESSENTIAL FUNCTIONS:

Additional essential functions may be identified and included by the hiring agency. The essential functions include, but are not limited to, the following:

1. Monitors business operations and individual taxpayers in an assigned area.
2. Collects appropriate taxes and applications.
3. Performs special duties.
4. Serves and executes warrants for collection of taxes, which includes effecting the seizure and sale of property.

EXAMPLES OF WORK:

Examples of work performed in this classification include, but are not limited to, the following:

Investigates and contacts taxpayers who are delinquent in filing tax returns and payment of taxes.

Answers inquiries made by taxpayers in regard to tax problems and gives assistance in the filing of tax reports.

Researches taxpayer accounts on a computer to obtain history of the account for payments and any other information needed to effectively collect taxes due and works with various computer printouts to assist in the management of assigned territory.

Monitors auto dealers and issues dealer permits; monitors taxpayers located within the city limits to ensure correct city diversion; monitors business firms for compliance with licensing requirements.

Observes all special events (fairs, festivals, etc.) which occur within assigned territory to ensure proper collection and enforcement of applicable taxes.

Recommends audit of questionable tax records.

Works as assigned in the seizure and sale of property for delinquent taxes.

Registers new taxpayers; collects current and delinquent taxes; enters and cancels court documents associated with taxes.

Serves levies; collects warrants.

Investigates and approves applications for new business.

Negotiates with landlords and/or other creditors to give proper consideration to third party interest while at the same time protecting the interest of the state.

Bids on behalf of state at tax sales appropriate to protect the interest of the state; secures titles to the property on behalf of the state; and negotiates for public or private sale of the same in the best interest of the state.

Works as assigned in the seizure and sale of property for delinquent taxes.

Serves distress warrants upon taxpayers against whom judgments (tax liens) have been recorded for delinquent assessments of Sales Tax, Use Tax, Income Tax, Franchise Tax, and other taxes owed to the State.

Seizes assets of delinquent taxpayer, provides the taxpayer with a separate receipt for cash or securities seized, disposes of perishable property as provided by law, and posts legal notices of the seizure.

Arranges storage for property removed from the taxpayers premises.

Compiles a complete and detailed inventory of items seized, listing any known encumbrances or obvious defects of the property.

Advertises seized property by posting notices of public sale and/or newspaper notices as prescribed by statute.

Performs related or similar duties as required or assigned.

INTERVIEW REQUIREMENTS:

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.